

# CompuServe

## IntroPak

Introductory Subscription to  
CompuServe Consumer  
Information Service



CompuServe's Consumer Information Service puts a world of communications, shopping, banking, travel planning, financial information, education and entertainment services at your fingertips.

**Sign On  
Immediately**  
Includes  
Free  
Access Time!

# Contents

- 1 **Introduction**
- 2 Consumer Information Service
- 2 Home Services
- 2 Communications
- 3 News and Information
- 3 Entertainment
- 3 Education and Reference
- 4 Executive Information Service
- 4 Investment Information
- 4 Worldwide News
- 4 Decision Support
- 5 Questions and Answers
- 8 **Signup Instructions**
- 9 Setting Up Your Equipment
- 9 Selecting A CompuServe Network Access Number
- 10 Logging On
- 11 Logging Off The Service
- 11 Handling A Busy Signal Or Network Problems
- 12 Entering Your On-Line Subscription
- 12 Billing Options
- 12 Charge Card Billing Option
- 13 Checkfree Billing Option
- 15 Business Account Billing Option
- 16 Making Terminal Settings
- 17 Service Agreement
- 19 **Information Service Rates**
- 18 CompuServe Access Numbers
- 24 Securing Your Password
- 25 Ordering User's Guides And Other CompuServe Products
- 25 Where To Get Help
- 25 The HELP Command
- 25 Help From Other Subscribers
- 26 Customer Service Feedback
- 26 Call Customer Service
- 27 **Menus and Commands**
- 27 Menus
- 27 Commands
- 28 Menu/Navigational Command Summary
- 29 Control Character Command Summary



# Introduction

Welcome to the CompuServe Information Services, offering the most complete informational resources available to owners of personal computers and terminals.

This IntroPak contains all information necessary for you to gain access right now and experience the wide range of services provided by CompuServe. And it offers you introductory free<sup>1</sup> usage and the opportunity to subscribe to the Consumer Information Service without purchasing a Starter Kit.

CompuServe's Information Services will bring you fascinating, practical information; up-to-date financial information and assistance; telecommunications abilities; hands-on learning experiences . . . and plain old-fashioned enjoyment!

Instructions explaining how to log on, use and subscribe to the Consumer Information Service are outlined in this IntroPak. For more detailed information, we suggest you order a Consumer Information Service User's Guide once you become a subscriber.

Subscribers will also receive an introductory subscription to our monthly news magazine *Online Today*, which is dedicated to helping you get the most out of your computer.

Welcome to a world of information.



This IntroPak is for new Information Service subscribers only and is limited to one per subscriber.

<sup>1</sup> Does not include on-line purchases.



## CompuServe's Consumer Information Service Gets the Most Out Of Any Personal Computer

Week after week, thousands of personal computer owners choose CompuServe's Consumer Information Service for fascinating, practical information and a variety of ways to communicate, learn and manage their personal business and private lives.

### Home Services

**Home Banking and Shopping.** Many banks allow you to pay bills, balance accounts, even apply for loans online. CompuServe also lets you order from two huge "shopping centers" — the Electronic Mall™ and Comp-U-Store offering brand-name items at discount prices.

**Travel Planning.** Airline schedules and rates plus electronic travel resources let you make airline reservations and select out-of-town accommodations online.

**Financial Information.** CompuServe's financial resources enable you to study and download pricing reports on tens of thousands of securities, updated throughout the trading day. They also give you basic tools needed to figure depreciation, loan payments, compound interest and other financial questions.

### Communications

**CB Simulator.** Have fun "talking" with thousands of other enthusiastic CompuServe subscribers throughout the U.S. and Canada. Our 72 channels are available for group or private discussions.

**Electronic Mail.** Stay in touch with friends, relatives, and business associates anywhere in the country without calling long distance or waiting days for mail delivery. Use EMAIL to exchange short messages or long letters with other subscribers in complete privacy.



**Forums.** Join CompuServe and you can participate in online clubs or special interest groups for professionals, computer owners, veterinarians, authors, pilots, musicians, cooks and many others.

### News And Information

**News, Sports and Weather.** CompuServe delivers the latest from the national and international newswires of the Associated Press and several national newspapers.

**Aviation Weather and Information.** Electronic Aviation Services provide E.M.I. AERODATA flight planning programs, the AOPA Forum and other aviation related communications, NOAA weather information for the U.S. and its territories; — forecast explanations; weather warnings; and special aviation weather information.

**Manufacturers' Newsletters.** With CompuServe, you're always informed about the latest in every phase of computing. Many manufacturers provide regularly updated newsletters to fill you in on all the latest in hardware and software.

### Entertainment

**Games.** CompuServe provides a full range of games including board and parlor games; adventure, war simulation and space challenges; games of chance and educational games. Other games such as "MegaWars II — The Fourth Dimension" provide the ultimate in excitement and challenge — interactive play with CompuServe subscribers nationwide.

### Education And Reference

**Electronic Encyclopedia.** The entire text of Grolier's Academic American Encyclopedia is online and is an invaluable research aid for students, writers or the merely curious.

**Educational Resources.** Learning games, IQ tests, adult education information, and selections from the College Board help in selecting a college, arranging financial aid, preparing for the S.A.T. and more.



## Consumer Subscribers Can Add The Executive Information Service, Too

Enjoy the additional services and information resources of our Executive Information Service by adding an Executive Service subscription online. Type GO ORDER at any ! prompt.

### Investment Information

The Executive Information Service supports portfolio management, planning and merger/acquisition decisions with products like:

**Ticker Retrieval.** Cross-reference financial information for any company: market figures, pricing and dividend history, annual and quarterly financial, estimates and projections.

**Value Line Data Base II.** Performance figures of 1700 major industrial, transportation, utility, retail, banking and insurance companies.

**Disclosure II.** SEC filings for 9500 publicly held companies. Financials, personnel data, stockholders, sales figures and more.

### Worldwide News

**Executive News Service.** Monitors nine AP wires, the Canadian Press Information Wire (with overseas coverage by Rueters and Agencie Press-France, The Washington Post and more.

**Electronic Clipping Service.** Tracks stories of interest automatically by searching all AP newswires for selected keywords and then storing items for later review.

### Decision Support

**SUPERSITE™.** Provides demographic and sales potential data by ZIP, county, MSA, ADI and DMA.

Plus Hundreds of other services including professional forums, electronic conferencing, IRS tax publications, industry newsletters and more.



## Questions And Answers

Here are the answers to the most common questions about the CompuServe IntroPak offer. This information is accurate as of the date of this printing.

### *What Does The CompuServe IntroPak Include?*

This IntroPak contains a signup (temporary) User ID number and password which you may use to subscribe to the CompuServe Consumer Information Service. Use the introductory free<sup>1</sup> usage included with this IntroPak to explore the hundreds of databases available online.

You are not obligated to continue as a subscriber after you have used your introductory free<sup>1</sup> usage.

This IntroPak also contains the basic information you need to access CompuServe and the many products and services that are available.

When you subscribe, each month you receive in the mail a copy of CompuServe's *Online Today* news magazine which is dedicated to helping you get the most from your computer.

### *Can I Review My Charges?*

By entering GO MONTH at any ! prompt, you are taken to an area where you can review your billing detail as of the previous day.

### *Do I Have To Dial Long Distance To Access CompuServe?*

No, not if you live within the local dialing radius of one of the many CompuServe network locations found in most major metropolitan areas within the contiguous U.S. A list of CompuServe network telephone numbers is included in this IntroPak (see pages 22-23). Once you become a subscriber, CompuServe can also be accessed through supplementary networks.

<sup>1</sup> Does not include on-line purchases.





### ***What Baud Rate Should I Set To Use CompuServe?***

Your computer or terminal and modem should be set at 300 or 1200 baud. (Communications at 1200 baud is billed at a higher connect hour rate and thus, your introductory free<sup>1</sup> usage is used faster when running at 1200 baud.)

### ***Are There Any Instructional Guides I Can Purchase?***

CompuServe highly recommends that all new subscribers purchase a User's Guide as soon as possible. The User's Guide, other instructional guides, CompuServe communications software and many more CompuServe products can be ordered while on-line by entering GO ORDER at a ! prompt.

### ***What Are The Rates?***

A rates list, current as of the date of its printing, is included in this IntroPak (see page 18). Note that some online services generate an additional charge when data is retrieved. The most current rates are found on-line by entering GO RATES at a ! prompt.

### ***How Am I Billed For Using CompuServe?***

After your introductory free usage is used, your connect time, purchases, communication surcharges and transaction charges (premium program charges) are totalled and billed through the billing option you select. The billing options are:

- Charge card
- Business Account (by prior approval only)
- Checkfree (U.S. subscribers only)

Details concerning the billing options can be found in this IntroPak.

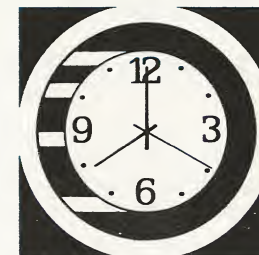
<sup>1</sup> Does not include on-line purchases.

### ***What Are The Times I Can Use CompuServe?***

CompuServe Information Service hours are:

**Daytime/Prime Service:** 8 a.m. to 6 p.m.<sup>1</sup> weekdays

**Evening/Standard Service:** 6 p.m. to 5 a.m.<sup>1</sup> weeknights, all day weekends and announced holidays



Service between 5 a.m. and 8 a.m. Eastern time weekdays is on an as-available basis and is billed at Evening/Standard Service rates.

Since Daytime/Prime Service is a higher connect hour rate than Evening/Standard Service, please note that your introductory free<sup>2</sup> usage is used faster when accessing our service during the Daytime/Prime hours.

### ***What If I Want To Discontinue My Introductory Subscription?***

Submit your cancellation notice via the on-line Feedback service or by letter addressed to CompuServe Customer Administration Dept. Be sure to include your name and permanent (not signup) User ID number in your letter.

CompuServe will bill you via the billing option you selected during your on-line subscription for charges beyond your introductory free<sup>2</sup> usage.

<sup>1</sup> Time is local time at point of network connection to CompuServe.

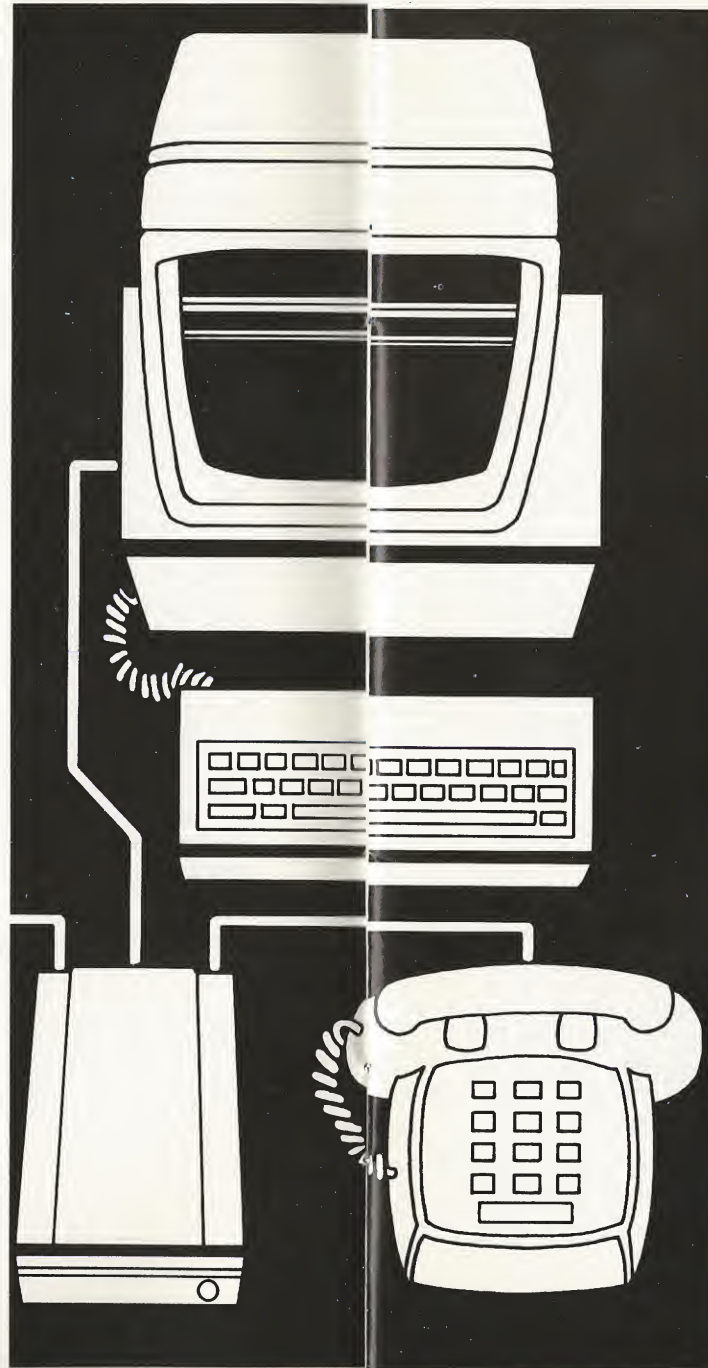
<sup>2</sup> Does not include on-line purchases.

# Signup Instructions

To obtain your permanent User ID number and password and to use your introductory free<sup>1</sup> usage, follow these easy steps.

1. Before you log on, set up your equipment according to the specifications described under "Setting Up Your Equipment" (page 9) in this IntroPak.
2. After reading "Logging On" (page 10) in this IntroPak, simply log on to CompuServe using the temporary signup User ID number and password found in this IntroPak.
3. Once logged on, you are prompted for your subscription information. See the "Entering Your On-line Subscription" and "Billing Options" sections (page 12) in this IntroPak.
4. After subscribing, you are given a permanent User ID number and a password (on-line) which is assigned to you alone. Please record this information separately and keep it in a secure place. You are responsible for all usage and purchases generated by this User ID number. Your password is your key to maintaining security. CompuServe strongly recommends that you read and follow the information found in the "Securing Your Password" section (page 24) of this IntroPak.  
  
Once you have received your permanent User ID number, do not use the signup User ID number again.
5. You may now access the CompuServe Information Services by logging in using your permanent User ID number and explore our many offerings. Your introductory free<sup>1</sup> usage will begin when you log in using your permanent User ID number.

<sup>1</sup> Does not include on-line purchases.



## Setting Up Your Equipment

If you are using a microcomputer, before logging on you must connect the telephone with your communications equipment and execute the terminal emulator program. If you are using a terminal, connect with a modem or acoustic coupler (Bell 103, 113 or 212A type).

Consult your terminal or terminal emulator program instructions and set the following communication standards:

- 300 baud (1200 baud is available at a higher connect hour charge)
- 7 bit ASCII even parity or 8 bit ASCII no parity
- 1 stop bit
- full duplex

## Selecting A CompuServe Network Access Number

Enclosed you will find a list of CompuServe Network access telephone numbers. Select the number nearest to you and get ready to log on. (You may incur long distance or other telephone company charges if applicable to your telephone service.)



## Logging On



### 1. Dial the CompuServe Network Phone Number

Possible long distance or other telephone service charges may apply depending upon your telephone company. Listen for the continuous, high-pitched tone. Redial if you do not hear this tone.



### 2. Connect Your Communications Equipment With Telephone And Terminal/Microcomputer

If using an acoustic coupler, properly position the telephone handset in the coupler. If using a direct-connect modem, connect according to your modem's instructions. If using a microcomputer, connect your communications equipment and execute the terminal emulator program.



### 3. Enter **CTRL C**

While holding down the Control key, press the C key simultaneously. You can press the Control key before and after pressing the C key without encountering any problems.

If you accidentally press the **ENTER** key (or carriage return key on some keyboards) and receive a HOST NAME prompt, proceed to the next step.

### 4. Enter The Host Name And/Or Your User ID Number

If you receive a HOST NAME prompt, respond by typing CIS and press the **ENTER** key (or carriage return key on some keyboards).

When you receive the USER ID prompt, respond by typing in your User ID number and press the **ENTER** key (or carriage return key on some keyboards). For example:

**USER ID: 70000,11 ENTER**

*Note: The above User ID number is an example number and is not your signup User ID number nor is it usable on CompuServe.*

## 5. Enter Your Password

You are prompted for your password. If you do not type it in exactly, you receive an error message and are given another chance to type it in correctly. Press the **ENTER** key (or carriage return key on some keyboards) after typing your password. For example:

**PASSWORD: BOAT\*TOUCH ENTER**

*Note: This above password is an example and is not your signup password.*

Notice that as you type your password it does not print out on your screen. This is a security feature for your protection. As another security precaution, please do not use the above example password for your password.

## Logging Off The Service

When you are ready to log off, enter the BYE or OFF command at any ! prompt. You'll be given a disconnect message. You then may hang up or disconnect your telephone from your communications equipment.

Failure to enter BYE or OFF may result in your connection to the Information Service being maintained (and billed to you) for a period of time, usually no longer than 7 minutes, until CompuServe notices that you have disconnected and discontinues your session.

## Handling A Busy Signal Or Network Problems

If you receive a busy signal from a CompuServe Network access telephone number, hang up and try again later. If you experience repeated problems logging in over a period of hours, jot down the details and report them to CompuServe Customer Service.

*Note: "Call waiting" service on your telephone may interrupt or disconnect you from CompuServe.*

User ID: 70000,11  
Password:

## Entering Your On-Line Subscription

After you have logged on using the temporary signup User ID number found in this IntroPak, you will be prompted for your subscription information. Be sure to have available:

- Agreement number from IntroPak
- Serial number from IntroPak
- Bank card (if selecting VISA or MasterCard billing option)
- Bank check (if U.S. bank and if selecting CHECKFREE billing option)

After entering your subscription information, you receive your permanent User ID number and a password on your screen. Please write these down separately and keep in secure (and separate) places. You may now use this permanent User ID number and password to access CompuServe and begin using your credit for connect time.

CompuServe will mail you a new password after we process your on-line subscription. An effective date for the mailed new password is included with the password.

## Billing Options

- Charge Card Billing Option
- CHECKFREE Billing Option
- Business Account Billing Option (by prior approval only)

## Charge Card Billing Option

With the charge card billing option, you have your CompuServe charges sent to your MasterCard or VISA charge card account, whichever you select. You tell us your charge card information and we report the billing information to the bank. Each month, your MasterCard or VISA statement lists your CompuServe charges. You make your payment to your MasterCard or VISA account. There is no CompuServe billing service charge for this option.



If you select this option, please use the spaces below to record your charge card information prior to logging on. You are asked to provide this information during your on-line subscription.

### Card Selection

☐ VISA    ☐ MASTERCARD

Number															Exp. Date		
MasterCard Interbank #																	

### Checkfree Billing Option

If you have a billing address within the United States and a bank (not savings institution) checking account, you can join thousands of subscribers who prefer to pay for their CompuServe charges through the Checkfree method.

The Checkfree computer network and the Federal Reserve electronically link financial institutions. CompuServe and Checkfree allow you to make your CompuServe payment electronically from your checking account without having to write a check.

You provide CompuServe with your bank's name, address, routing transit number and checking account number right from your check during on-line subscription. Your CompuServe charges and your payment date are made available to you on-line well in advance of the payment date. On the precise payment date, Checkfree asks your bank to pay CompuServe the proper amount from your checking account on your behalf. The bank makes your payment for you and afterward itemizes it on your checking account statement.

This is the same proven method that the Federal Government uses to make direct deposits of Social Security payments to its recipients.



It is important to note that it is your bank that actually makes the payment for you and the steps the bank takes are exactly the same that are taken with an ordinary paper check in the last stages of posting. Since Checkfree is electronic, there is no paper handling and little chance for handling error.

There is no CompuServe billing service charge for this billing option.

If you select this billing option, please use the spaces below to record your checking account information prior to logging on. You are asked to provide this information during your on-line subscription.

**Routing Transit Number** (See item 1 in the check example, Figure 1 on page 15.) This nine digit number is found in the lower left corner of your bank check. (Sorry, savings institution checking accounts cannot be accepted.) This number is usually contained within colons (:) or symbols. Do NOT enter the colons or symbols.

**Routing Transit Number**

--	--	--	--	--	--	--	--	--

**Checking Account Number** (See item 2 in the check example, Figure 1 on page 15.) This number is also found in the lower left corner of your check — usually (but not always) right after the Routing Transit Number. Do NOT enter spaces in your checking account number. If the symbol = = = appears in your checking account number, substitute a single dash (-). When providing your account number, do NOT include the check number that sometimes precedes or follows the checking account number.

**Checking Account Number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Bank Name And Address** (See item 3 in the check example, Figure 1 on page 15.) This is found on your check just above the Routing Transit Number or above the memo line.

# CompuServe

## Signup Information

### Welcome To CompuServe

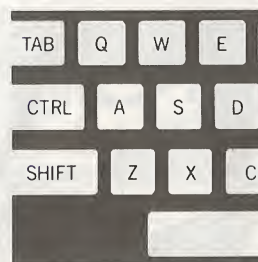
The enclosed signup User ID Number and Password enable you to take advantage of our free<sup>1</sup> offer to explore the CompuServe Information Service.

### Before You Begin

CompuServe recommends that you review the accompanying materials for log-on instructions, the telephone number for your area, and other important information before accessing the Service.

### To Obtain Assistance

Refer to the "Where to Get Help" section of this IntroPak.



Serial Number:  
985749

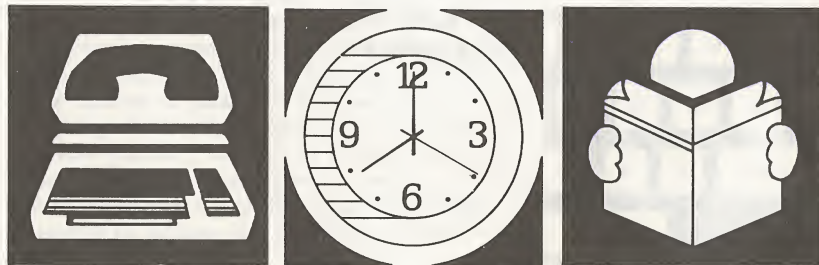
<sup>1</sup> Does not include on-line purchases.

## Taking Advantage of This Free Offer

To obtain your permanent User ID Number and a Password, use the signup User ID number and password contained inside the attached package. The permanent User ID number permits you to explore the Information Service using your introductory free<sup>1</sup> usage. Plus, you can continue as a paying subscriber without having to purchase a subscription kit.

## About Your Password

Please keep your User ID number in a secure place — separate from your password. CompuServe recommends that you change your password often, using two non-related words with a symbol, such as BOAT%TOUCH, for optimum security. **Never give your password to anyone** verbally or over the Service.



<sup>1</sup> Does not include on-line purchases.

## Signup Information

Your signup User ID number and password are enclosed. Tear off this page to begin taking advantage of your free<sup>1</sup> usage to explore the CompuServe Information Service.

Before you begin, please read the signup information and the Agreement found in this IntroPak before you complete your on-line sign up.

## This Package Contains

- a CompuServe Information Service Signup User ID number
- a secret password for signing up
- this package's serial number
- your agreement number
- amount of an introductory free<sup>1</sup> usage

## Warning

The enclosed information is **HIGHLY CONFIDENTIAL**. This package should be opened only by customer and its contents kept confidential by customer.



<sup>1</sup> Does not include on-line purchases.



# CompuServe

5000 Arlington Centre Boulevard  
Post Office Box 20212  
Columbus, Ohio 43220  
800/848-8990 (contiguous U.S.)  
614/457-8650 (Ohio)  
An H&R Block Company  
CS-1203 (11/84)  
©1984 CompuServe Incorporated



**Bank Name**

\_\_\_\_\_

## City

\_\_\_\_\_

State Zip

MR. & MRS. JOHN DOE  
123 ANY STREET  
SOMETOWN, NJ 99999 \_\_\_\_\_ 19 \_\_\_\_\_ 25-2 440

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_  
\_\_\_\_\_ DOLLARS

**THE COLUMBUS NATIONAL BANK** Bank Name and Address (3)  
COLUMBUS, OHIO 43213

MEMO \_\_\_\_\_

⑆044000024⑆ ⑈23456789123 ⑈ 01682

Routing Transit Number (1)	Checking Account Number (2)
-------------------------------------	--------------------------------------

### Business Account Billing Option

An Application/Agreement form with instructions can be obtained by writing: CompuServe Customer Administration Department, P.O. Box 20212, Columbus, OH, 43220, or through the on-line Feedback service after subscribing.

Prior to becoming a Business Account subscriber, you can use the on-line subscription to obtain your User ID number by selecting the Checkfree, Visa or MasterCard billing option. You can convert to a Business Account billing option later.

There is a charge per User ID number set up under a Business Account. There is a onetime, nonrefundable application fee of \$35 which is to accompany your completed application when you return it to CompuServe.

Business Account Billing is only available for business addresses within the fifty United States.

Figure 1.

## Making Terminal Settings

When you first connect to CompuServe using your permanent User ID number, you will receive the following message displayed on your screen. This is current as of this printing:

There are a variety of terminals and personal computers which may be used to access CompuServe. Since different terminals have different features, each user should set their terminal type to get the most from the CompuServe service.  
Key S or (ENTER) to continue !

Next you receive the following menu:

Each "terminal type" has a set of parameters regulating such terminal characteristics as upper/lower case, number of characters per line and screen control code recognition.

Choose one of the following:  
0 Explanation of terminal types  
1 VIDEOTEX software compatible  
2 ANSI compatible (VT-100)  
3 VT52  
4 Teleray  
5 CRT  
6 Other

You may override your default when you login by appending ,TTY to our User ID.  
Key digit:

The terminal type parameters are designed to provide optimum performance on CompuServe for specific types of equipment. You may change your parameters at any time by entering GO TERMINAL at a ! prompt. When you select a terminal type, the parameters are put into effect immediately and regulate the display of information.

The text at the bottom of the menu indicates that you can suppress your terminal type setting by entering ,TTY after your User ID number at logon. This may be desirable when you access CompuServe using equipment different from that which you normally use and your existing default settings would not be appropriate for that equipment. You may later change your Terminal Settings by entering GO TERMINAL at a ! prompt.

## Service Agreement Terms

You will be asked to agree to the CompuServe Information Services' Terms during your on-line subscription. Please read the following carefully before subscribing.

### Service Terms

1. The CompuServe Information Service (the "Service") consists of the use of the computing services, software and databases so designated by CompuServe. These Terms and any Operating Rules published over the Service constitute the entire Agreement for the Service and supersede all prior and contemporaneous statements, communications and documents.
2. Upon notice published over the Service, CompuServe may modify these Terms, the Operating Rules, or the Service. Such modifications may include, without limitation, price changes, implementation of user priorities and discontinuance of parts of the Service. Upon at least six months' prior notice published over the Service, CompuServe may terminate the Service.
3. Customer's use of the Service is not transferable and is subject to any limits established for Customer's credit card or any limits established by CompuServe.
4. Customer is responsible for and must provide all telephone and other equipment necessary to access the Service.
5. The Service is provided on an "as-is, as-available" basis. NEITHER COMPUSERVE, ITS DISTRIBUTORS, NOR ITS SUPPLIERS MAKE ANY WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SERVICE. Customer is responsible for implementing sufficient procedures and checkpoints to satisfy his/her requirements for accuracy of data input and output and for maintaining a means external to the Service for reconstruction of any lost data.
6. Customer will not reproduce, sell, publish, or in any manner commercially exploit any information obtained through the Service or participate in or allow such reproduction, sale, publications or exploitation by any person.
7. The provisions of paragraphs 5 and 6 are for the benefit of CompuServe and its data suppliers; any such data supplier shall have the right to assert and/or to enforce such provisions directly on its own behalf.
8. In addition to connect time charges and purchase made through the Service, Customer will be responsible for payment of all premium program charges, transaction charges, and/or add-on connect time charges when the Customer utilizes such services that generate these charges, and for any surcharges incurred while using any supplemental networks other than CompuServe.
9. This Agreement will be performed in and governed by the laws of the State of Ohio. Any claims or causes of action related to the Service must be instituted within one year after the claim or cause of action has arisen or be barred.

### Service Agreement

I agree to pay the CompuServe Information Service rates in effect for the billing period in which the services are purchased and billed. I agree to pay the validation charge in effect at the time this Agreement is accepted by CompuServe. I agree to the terms and conditions of the Billing Option which I have selected and as published over the Service. I shall maintain confidentiality of my password at all times and take responsibility for its security. I have read and fully understand the Terms of this Agreement and agree to be bound by them.



# Information Services Rates

## Effective October 1, 1984

The following rates apply to CompuServe's Consumer and Executive Information Services.  
Ⓔ indicates services that are only available through the Executive Information Service.

## Connect Rates (per connect hour)

	Prime/Daytime	Standard/Evening
Up to 300 baud: (U.S. and Canada) .....	\$12.50	\$ 6.00
1200 baud: U.S. and Canada .....	\$15.00	\$12.50

Connect time is billed in one minute increments, with a minimum of one minute per session. Connect time rates do not include communication surcharges.

## Monthly Minimum (Executive Information Service only.)

A minimum of \$10.00 per billing period is applicable beginning in the second billing period.

## Communications Surcharges

	Prime/Daytime	Standard/Evening
CompuServe Network .....	\$ .25/hr	\$ .25/hr
Telenet <sup>Ⓔ</sup> :		
from contiguous U.S. ....	10.00/hr.	2.00/hr.
from Alaska .....	15.00/hr.	15.00/hr.
from Hawaii .....	14.00/hr.	14.00/hr.
from Puerto Rico .....	11.00/hr.	11.00/hr.
TYMNET <sup>Ⓔ</sup> :		
from contiguous U.S. ....	10.00/hr.	2.00/hr.
from Alaska (via ALASKA/NET) .....	10.00/hr.	5.50/hr.
from Hawaii .....	12.00/hr.	12.00/hr.
from Hawaii, via Western Union .....	14.00/hr.	14.00/hr.
from Puerto Rico .....	11.00/hr.	11.00/hr.
DataPac (from Canada only):		
through TYMNET gateway .....	9.00/hr.	9.00/hr.
through Telenet gateway .....	10.50/hr.	10.50/hr.
through CompuServe gateway * .....	1.00/hr.*	1.00/hr.*

\*In addition to the CompuServe communications surcharge, subscribers using this network connection are billed directly by DataPac/Bell of Canada for their access through DataPac. (Contact your local Bell of Canada office for rates.)

Communications surcharges apply only when the respective communications telephone number is used for connection. Each location has the option of dialing through the above communications networks. All rates EXCLUDE long distance and other telephone company charges (e.g. message units).

## On-Line Disk Storage Charges

First 128,000 characters .....	none
Additional 64,000 characters .....	\$ 4.00/week
(Additional storage is optional.)	

## Transaction/Premium Program Charges

Some programs and databases have charges that are in addition to connect hour charges.

## Line Printer Charges

per page* .....	\$ .12
postage & handling per print command .....	1.50
minimum charge per print command .....	4.00
* standard form size - 14 <sup>7</sup> / <sub>8</sub> " x 11"	

## Miscellaneous Charges

Billing Detail (upon request) .....	\$ 3.50/report
Account reactivation .....	10.00 each
Returned check .....	10.00 each
Returned Checkfree payment request (from your bank due to non-sufficient funds) .....	10.00/each

Subscribers are responsible for and will be charged for any overdue account collection expense, including, but not limited to, agent fees, attorney fees, court costs and other associated expenses.

## Transaction/Premium Program Rates

The following charges apply when the respective program/database is accessed and/or data is retrieved. This rates sheet represents both the Consumer and Executive Information Service's major programs/databases which generate transaction/premium program charges when used. Additional programs/databases may have been added since this printing.

The programs/databases below can be accessed by an Executive Information Service subscriber from within either the Executive service or through their access to the Consumer Information Service. Areas that are only available through the Executive Information Service are indicated with an Ⓔ.

## Stock Market — Current Day Quotes

### Quick Quote database:

during Daytime/Prime hours .....	\$ .10/issue
during Evening/Standard hours .....	\$ .02/issue

Tickerscreen<sup>Ⓔ</sup>: Ⓔ .....

\$ .02/issue

### Ticker Retrieval: Ⓔ

during Daytime/Prime hours .....	\$ .10/issue
during Evening/Standard hours .....	\$ .02/issue

## Securities — Historical Information<sup>1</sup>

### MicroQuote:

options profile Ⓔ .....	\$ 1.25/report
historical quote per issue (can be downloaded) ..	\$ .03/yesterday's close
	\$ .05/daily quote
	\$ .10/weekly quote
	\$ .15/monthly quote
dividends per issue .....	\$ .15/dividend displayed
examine an issue .....	\$ 1.25/issue
pricing statistics per issue .....	\$ 1.25 for up to 260 days information
	\$ 2.50 for >260 days information
portfolio evaluation .....	\$ 1.00/evaluation + \$.05/issue
return analysis Ⓔ .....	\$ .50/report + \$.15/issue
stock market highlights .....	\$ .10 to .50 each
bonds listing Ⓔ .....	\$ .05/bond
CUSIP/ticker symbol lookup .....	\$ .25/lookup for <26 issues listed
screening Ⓔ	
during Daytime/Prime hours .....	\$10.00/screen + \$.25/company displayed
during Evening/Standard hours .....	\$ 5.00/screen + \$.25/company displayed

### color charting

Videotex compatible graphics for	
17 days/weeks/months	\$ .15/chart
Telidon & NAPLPS compatible graphics	
for 60 days/weeks/months	
during Daytime/Prime hours	\$ 1.00/chart
during Evening/Standard hours	\$ .50/chart

### Investment Support

#### Value Line Data Base II: <sup>1</sup>

income statement	\$ .40/year displayed
balance sheet	\$ .40/year displayed
sources/uses of funds	\$ .40/year displayed
key ratios	\$ .40/year displayed
quarterly reports <sup>⑤</sup>	\$ 1.60/report
forecasts	\$ 1.60/report
data retrieval	\$ .10/data item <sup>2</sup>

#### Disclosure II: <sup>1</sup> <sup>⑤</sup>

full company record	\$10.00
company name and address	\$ 2.00
company profile	\$ 4.70
SEC filings	\$ 2.30
officers and directors	\$ 4.70
ownership and subsidiary summary	\$ 4.70
exhibits, other corporate events	\$ 2.30
management discussion	\$ 4.70
full financial information	\$ 6.00
balance sheet - 2 years	\$ 4.70
annual income statement - 3 years	\$ 4.70
business segment	\$ 2.30
5-year summary	\$ 2.30
ratio report	\$ 4.70

#### Disclosure/Spectrum:

full ownership detail	\$34.00
institutional holdings	\$13.00
five percent owners	\$13.00
ownership by insiders	\$13.00

#### Standard & Poors Summary Reports: <sup>1</sup>

per company	\$ .25/summary
-------------	----------------

#### Institutional Broker's Estimate Survey — I/B/E/S: <sup>1</sup> <sup>⑤</sup>

brief report	\$ .50/company
expanded report	\$ 2.00/company

### Decision Support <sup>⑤</sup>

#### SUPERSITE™ Demographic Reports: <sup>5</sup> <sup>⑤</sup>

by single zip, county, MSA, ADI and DMA of:

Demographic forecast, income forecast,	
1980 profile, 1970-1980 comparison	\$50.00/report type
1980 housing profile, 1980 hispanic profile,	
1980 education profile, 1980 energy profile,	
1980 employment profile	\$50.00/report type
1980 summary, 1970 census report	\$25.00/report type
Sales potential report for: appliance store,	
consumer finance, dry cleaner, hair salon,	
ice cream store, optical center, photo	
outlet, retail bakery, savings & loan	\$65.00/report type
Sales potential report for: apparel store,	
automotive aftermarket, commercial bank,	
department store, drug store, footwear store,	
grocery store, home improvement,	
restaurant, shopping center	\$85.00/report type

#### SUPERSITE™ Demographic Reports <sup>5</sup> <sup>⑤</sup>

multiple zips, counties, MSA, ADI and

DMA (consolidated) of the above

report types ..... same charges as above plus \$5/zip, county, MSA, ADI and DMA aggregated

### Travel/Aviation

#### Official Airline Guide (OAG)

during Daytime/Prime hours	\$32.00/connect hour surcharge <sup>3</sup>
during Evening/Standard hours	\$21.00/connect hour surcharge <sup>3</sup>

#### Aviation Weather Information

all reports	\$ .25/entry into this selection <sup>4</sup>
-------------	---

#### EMI Flight Planning

flight plan	\$ .006/nautical mile (\$4.50 max.)
enroute weather briefing	\$ .004/nautical mile (\$2.00 max.)

### Education

#### Grolier's Academic American

Encyclopedia, Electronic Edition	\$ 7.50/one month subscription
	\$29.95/six month subscription
	\$49.95/one year subscription

### Electronic Mail

InfoPlex<sup>®</sup> <sup>⑤</sup> ..... \$ .50/message sent

EMAIL ..... no additional charge

### News, Economic and Financial Analysis

#### The Washington Post:

by subscription only ..... \$ 5.00/month or \$45/year

#### Money Market Services Financial

##### Reports: <sup>⑤</sup>

daily Comment reports	\$ 1.00/entry into this selection <sup>4</sup>
weekly Fedwatch reports	\$ 3.00/entry into this selection <sup>4</sup>
monthly Insight reports	\$ 5.00/entry into this selection <sup>4</sup>
"Ask Mr. Fed"	\$ .50/entry into this selection <sup>4</sup>

#### Evans Economics Electronic News Service: <sup>⑤</sup>

Economic Barometer ..... \$ 2.00/access surcharge <sup>4</sup>

#### Agri-Commodities: <sup>⑤</sup>

during Daytime/Prime hours	\$20.00/connect hour surcharge <sup>3</sup>
during Evening/Standard hours	\$15.00/connect hour surcharge <sup>3</sup>

#### News-A-Tron Market Reports:

Commodity Market reports	\$ 1.25/entry into this selection <sup>4</sup>
Index Oscillator reports	\$ 1.25/entry into this selection <sup>4</sup>

#### FOI:Newsline:™

FDA information ..... \$ 7.50/connect hour surcharge<sup>3</sup>

#### The Canadian Press:

Business Information Wire ..... \$50.00/30 days for Daytime/Prime access

#### Hollywood Hotline:

Entertainment News and Services ..... \$ 5.00/connect hour surcharge<sup>3</sup>



<sup>5</sup> Discounts are available for multiple SUPERSITE reports in a single retrieval. See online rates in SUPERSITE for details.

All information and rates are subject to change without prior notice. The most current rates and other important information can be found on line by selecting "User Information" from the main menu.

® indicates available only in Executive Information Service.  
TYMNET is a registered trademark of TYMNET Incorporated.  
Telenet is a registered trademark of GTE Telenet.  
DataPac is a registered trademark of Bell of Canada.  
Tickerscreen is a registered trademark of Max Ule & Co.  
SUPERSITE is a registered trademark of C.A.C.I.  
InfoPlex is a registered trademark of CompuServe Incorporated.  
FOI:Newslne is a trademark of FOI Services, Inc.

The following CompuServe network 300 and 1200 baud access numbers are current as of October 1, 1984.

Alabama		San Bernardino	714/381-3469	B	District of Columbia	
Birmingham	205/879-2250	San Diego	619/283-6021	B	Washington	703/352-8750 V*
	205/879-2280 B*		619/283-6091	B*		703/352-7500 B
Huntsville	205/536-4405	San Francisco	415/956-4191			703/841-9834 B
Montgomery	205/262-0010 B		415/982-9055	V*	Delaware	
Arkansas			415/956-4281	B*	Wilmington	302/652-8732 B
Little Rock	501/666-8464	San Jose	408/249-5361		Florida	
	501/666-8478 B*		408/249-5472	B*	Ft. Lauderdale	305/772-3240
Arizona		San Mateo	415/591-5846	B		305/771-8074 B
Mesa	602/256-2951 B		415/591-5591		Jacksonville	904/246-9951
Phoenix	602/256-2951 B	Santa Clara	408/988-8762	B		904/241-8191 B*
Scottsdale	602/256-2951 B	Sierra Madre	909/355-4816	B		305/667-3564
Tempe	602/256-2951 B	Stockton	209/463-8507	B	Miami	305/665-6425 B*
Tucson	602/748-2004	Thousand Oaks	805/499-0388	B		305/273-8780
	602/748-2009 B*		805/499-0371	B	Orlando	305/273-8805 B*
British Columbia		Torrance	213/542-4311	B	Palm Bay	305/723-2353 B
Vancouver	604/687-6280	Van Nuys	818/892-7211	B	Tallahassee	904/222-4144
	604/687-6138		818/691-0651 B*			904/224-6021
	604/687-6043	Colorado			Tampa	813/875-0633 B
	604/689-2706 B*	Aurora	303/629-5563		Georgia	
California			303/629-0668	B*	Atlanta	404/237-8113
Anaheim	714/520-9724		303/623-4711	V*		404/237-3003 B
	714/520-9733 B*	Boulder	303/623-4711	V*	Augusta	404/733-0346 B
Castro Valley	415/581-2631 B		303/629-5563	B	Iowa	
Culver City	213/397-8812 V*		303/629-0668	B*	Des Moines	515/270-1581
	213/390-9617 B	Colorado Sprgs	303/593-9200	B		515/373-9410 B*
Cupertino	408/249-5361	Denver	303/629-5563	B	Idaho	
	408/249-5472 B*		303/629-0668	B*	Boise	208/384-5660
Fresno	209/252-1892 B		303/623-4711	V*		208/384-5666 B
Irvine	714/851-9612 B	Grand Junction	303/241-1885	B*	Illinois	
Long Beach	213/591-8392 B		303/241-1889 B*		Aurora	312/896-2137 B
Los Altos	408/249-5361	Lakewood	303/623-4711 V*		Chicago	312/332-7382 B*
	408/249-5472 B*		303/629-5563	B		312/443-1250
Los Angeles	213/739-8906		303/629-0668	B*		312/572-1402 V*
	213/487-6461 V*	Connecticut			Lombard	312/953-9680 B
	213/739-0371 B*	Bridgeport	203/926-0001 B		Oakbrook Terr.	312/932-7370 B
Mt. View	415/981-7242	Danbury	203/797-0467	B	Springfield	217/522-5101 B
New Hollywood	818/982-1813 B	Hartford	203/739-2581 B		Indiana	
Newport Beach	714/851-9612		203/236-5931 B		Flt. Wase	219/447-0573 B
Palo Alto	415/591-5591	Stamford	203/967-4580	B	Indianapolis	317/638-2517
	415/591-5846 B*	Waterbury	203/573-0392 V*			317/638-5785 V*
Pleasanton	415/846-0828		203/574-0500 B			317/638-2762 B*
Pomona	714/623-2651 B	West Hartford	203/236-2581	B	Osceola	219/674-5171 B
Rancho Bernardo	619/487-8648		203/236-2588	B*		219/674-5665 V*
Riverside	714/359-7801 B	Westport	203/222-1748	V*	Kansas	
Sacramento	916/971-4681 B		203/222-1742 V*		Shawnee Mission	816/474-3770

Whitcha	316/689-8765	B		314/241-3110	V*	Oregon	503/232-1072	
Kentucky			Mississippi			Portland	503/232-4026	B*
Lexington	606/259-3446	B	Jackson	601/982-0463	B	Pennsylvania		
Louisville	502/581-9804	V*	North Carolina			Allentown	215/776-8960	B
	502/581-9526	B	Charlotte	704/333-6654		Erie	814/453-3634	B
Louisiana						Harrisburg	717/657-3633	B
Baton Rouge	504/273-0184	B	Greensboro	704/333-7155	B*	King of Prussia	215/265-7230	B
New Orleans	504/948-9542		Raleigh	919/873-1835	B	Philadelphia	215/563-1051	B
	504/949-2086	B*	Nebraska	919/878-8570	B		215/563-1008	V*
Shreveport	318/424-5380	B	Omaha	402/895-5288	B	Pittsburgh	412/391-8218	V*
Massachusetts			New Hampshire				412/391-8818	
Amherst	413/256-8194	B	Merrimack	603/883-0884	B	Reading	617/381-7732	B*
Boston	617/267-2569		New Jersey			Rhode Island	215/374-5600	B
	617/267-3764	B*	Cherry Hill	609/665-2444			401/781-8500	
	617/267-2569			609/665-7893	B		401/781-8505	B*
	617/267-3764	B*	Greenbrook	201/968-9000	B			
	617/267-3808	V*	Hackettstown	201/852-8502	B	South Carolina		
Brocton	617/586-9803			201/852-8070	B	Charleston	803/556-0422	V*
Brookline	617/267-3808	V*	Montclair	201/783-5400	B		803/763-0090	B
Burlington	617/272-3615	B	Newark	201/484-2275	B	Columbia	803/798-3630	B
Cambridge	617/267-3808	V*	Parsippany	201/898-1935	B	South Dakota		
	617/267-2569		Princeton	609/683-4776	B*	Rapid City	605/341-4580	B
	617/267-3764	B*		609/683-4770		Tennessee		
Concord	617/371-0354			609/921-8930	V*	Knoxville	615/673-8901	
Framingham	617/875-3814		New Mexico				615/637-8901	B*
Georgetown	617/352-2328	B	Albuquerque	505/345-3426	V*	Memphis	901/452-1710	B
Hudson	617/589-8019			505/345-3631	B		901/452-8530	
Maynard	617/897-4779		Nevada				901/452-2470	V*
Medfield	617/359-7603		Las Vegas	702/878-0056	B		615/366-1947	B
Medway	617/533-2722		Reno	702/786-5038	B	Nashville		
Mendon	617/478-0653			702/786-5356	B*	Texas		
Newton	617/267-3808	V*	New York			Austin	512/444-7234	B
	617/267-2569		Binghamton	607/772-1225	B	Dallas	214/761-9040	B
	617/267-3764	B*	Buffalo	716/874-3751	B		214/748-0976	V*
Quincy	617/267-2569		Hicksville	516/681-7240	B		214/761-0599	B*
	617/267-3764	B*		516/681-7347	B*	El Paso	915/565-4661	B
	617/267-3808	V*	New York City	212/758-0330	V*		915/565-4670	B*
	413/734-7362	B		212/758-4114		Ft. Worth	817/870-2461	
Springfield	617/890-0232			212/758-2090	B*		817/870-2468	B
Waltham	617/366-1577			212/344-5674	B*	Houston	713/225-2500	V*
Westboro	617/793-9839			716/458-3460			713/225-2550	
Worcester			Rochester	716/458-3465	B*		713/225-2330	B*
Maryland				516/732-2198	B	Lubbock	806/763-5081	B
Baltimore	301/254-7113		Selden	315/463-6512	B	Midland	915/687-1464	B
	301/254-7131	B*	Syracuse	716/694-6263	B	San Antonio	512/435-3883	B
	301/254-1150	V*	Tonawanda	714/949-4510	B	Utah		
Hyattsville	301/559-0200	B	White Plains	914/428-9270	B	Salt Lake City	801/521-2890	B
Maine				514/428-9335	B*	Virginia		
Camden	207/236-8505	B	Williston Park	516/877-2862	B	Arlington	703/841-9834	B
Michigan			Woodstock	914/679-8666		Charlottesville	703/973-8815	
Ann Arbor	313/761-1202	B	Ohio	616/87-1237		Fairfax	804/352-8750	V*
Detroit	313/964-2344	B*	Akron	216/867-1243	B		703/352-7500	B
	313/964-4745			216/867-1243	B	Hampton	804/245-0021	B
	313/963-7657	V*	Canton	216/455-2516	B	Norfolk	804/461-6128	
East Lansing	513/231-2388	B		216/455-2126	B*		804/461-6167	B*
Flint	313/328-6202	B		513/721-2691	B*	Richmond	804/358-8274	B
Kalamazoo	616/344-2298		Cincinnati	513/579-0908		Washington		
	616/344-5312	B*		513/241-2187	V*	Bellevue	206/634-1713	
Lansing	517/321-2388	B		216/771-8350			206/634-1901	B*
Saginaw	517/893-1161	B	Cleveland	216/771-8860	B*		206/633-0522	V*
Southfield	313/963-7657	V*		216/771-8350		Seattle	206/334-1713	
	313/964-4745			614/457-2105			206/633-0522	V*
	313/964-2344	B*	Columbus	614/451-5573	V*		206/634-1901	B*
	313/362-2540	B		614/457-6133	B*	Spokane	509/326-0515	B
Troy	313/964-4745			513/461-1064	B	Wisconsin		
Warren	313/964-2344	B*	Dayton	614/587-0932	B	Brookfield	414/475-6935	
	313/963-7657	V*	Granville	919/255-8116			414/475-6681	B*
			Toledo	419/243-9925	V*		414/475-6935	
Minnesota				419/243-9925	V*	Madison	608/256-6525	B
Minneapolis	612/342-2207	B	Oklahoma	405/946-4799		Milwaukee	414/475-6935	
	612/375-0328	V*	Oklahoma City	405/946-4880	B*		414/475-6381	B*
Rochester	612/375-9163	B	Tulsa	918/749-8801	B*	West Virginia		
St. Paul	612/375-9163	B		918/749-8850	B*	Charleston	304/768-9700	B
Missouri			Ontario			Huntington	304/736-2331	B
Kansas City	816/474-3770	B	Toronto	416/366-1840	B	Parkersburg	304/295-3391	B
St. Louis	314/241-3101					Wheeling	304/232-3589	
	314/241-3102	B*						

No code - 300 baud  
B - 300 or 1200 baud  
B\* - 1200 baud only/Bell compatible  
V\* - 1200 baud only/Vadic compatible  
BV - 1200 baud only, Bell/Vadic compatible

After entering your online subscription information, you may use one of the supplementary networks for accessing CompuServe. Information about the access telephone numbers and a search program to locate supplementary network numbers can be found online by entering GO PHONE at a ! prompt.



---

## Securing Your Password

Your password is your key to your usage on CompuServe. Because you are responsible for all connect and other charges made under your User ID number, we strongly recommend you follow these guidelines:

- Keep your password a secret! Do not loan your User ID number and avoid observation by others when logging on CompuServe.
- Change your password often, in a private environment. Use the most secure type of password, which consists of two unrelated words connected by a symbol totalling at least eight characters in length. Always change your password after demonstrating CompuServe. You can change your password by entering GO PASSWORD at a ! prompt.
- Keep your User ID number and password on separate sheets of paper, stored in separate and secure locations.
- NEVER give your password over the telephone!
- If your password becomes known to anyone other than yourself (or someone you authorize and for whom you are financially responsible) change it immediately.
- If your on-line session is interrupted and you are asked to log in again, DO NOT respond! If this should happen to you, either continue your session by pressing the **(ENTER)** key (or carriage return on some keyboards), by exiting from the area you are in or by typing BYE or OFF at a ! prompt to disconnect and dialing again. While this may never happen to you, CompuServe wants you to be aware of this precaution.

If you lose or forget your password, you may contact CompuServe Customer Service. There is a \$1.50 charge to generate and mail a new password to you. (Sorry, the Customer Service Representative does not have access to passwords.)

---

## Ordering User's Guides And Other CompuServe Products

To aid you in using your subscription efficiently and cost-effectively, CompuServe recommends that you order a Consumer Information Service User's Guide right away.



To place an order, enter GO ORDER at a ! prompt. Your connect time charges (not communications surcharges) are not billed to you while in the ordering area.

## Where To Get Help

The first place to turn is to your User's Guide. Most of the time, your questions on how to log on, use the service, etc. will be answered within this guide. CompuServe recommends you purchase a User's Guide as soon as possible.

### The HELP Command

At most on-line prompts, you can obtain a list of commands, information and instructions by entering the word HELP. Some services have their own set of commands and, in most cases, using the HELP command provides immediate assistance.

### Help From Other Subscribers

Our more seasoned subscribers have found that the on-line Forums (also called Special Interest Groups) can be a wealth of information on specific topics such as how to use a certain brand of equipment, what programs are available for your type of equipment, what's been developed since you bought your equipment and much more. Forum membership consists of people with a common interest and willingness to share their knowledge.

While another subscriber is helping you, remember to NEVER give out your password under any circumstances! Your password is your protection from unauthorized use of your account and you are responsible for its security.



## Customer Service Feedback

If your question requires CompuServe's attention and/or research, there is a Customer Service staff willing to assist. Questions that will require research or your suggestions for improvement are best submitted through the on-line Feedback service which can be found on the "User Information" menu. You are not billed for your connect time while in Feedback (but you are billed for communications surcharges). If you ask a question, CompuServe responds via electronic mail.

## Call Customer Service

Your most immediate problems, such as assistance logging on, can be directed to Customer Service by telephone. The Customer Service representatives are on duty:

Monday through Friday	8 a.m. to midnight, Eastern time
Saturday and Sunday	2 p.m. to midnight, Eastern time
Holidays	variable hours announced on-line prior to holiday

There is a call-sequencing device attached to the following telephone numbers which logs your call and directs you to the first available representative:

- 614/457-8650 from within Ohio and from  
outside the contiguous U.S.
- 800/848-8990 from outside Ohio and from  
within the contiguous U.S.



# Menus And Commands

## Menus

The menu approach to information selection and display is quite simple. Most CompuServe features are available through page-numbered menus. Menus provide a "trail" which leads to and from specific services. For example the top menu (also called the main menu) lists the basic areas. From the top menu, you enter a selection and a sub-menu is displayed, and so on.

The GO command is a shortcut through the menus. See the "Commands" section in this IntroPak for details.

When you enter your menu selection number after a ! prompt and press the **(ENTER)** key, you are taken to another menu containing more specific topics.

## Commands

Menu/Navigational commands enable you to move through the CompuServe menus. Control Character commands cause certain actions when entered by pressing the Control key while simultaneously pressing a single letter key (much like the Shift key works when you capitalize a letter). You can obtain a list of commands at a ! prompt or within a specific area by entering HELP at a prompt.

Additionally, within some areas (such as the Official Airline Guide Electronic Edition) there are unique commands that work only in that particular service.

To aid you in getting started using CompuServe, a summary of the frequently used Menu/Navigational and Control Character commands follows.

CompuServe Page CIS-1  
CompuServe Information Service  
1 Home Services  
2 Business & Financial  
3 Personal Computing  
4 Services for Professionals  
5 The Electronic Mall (tm)  
6 User Information  
7 Index  
Enter your selection number,  
or H for more information  
!6

CompuServe Page CIS-4  
USER INFORMATION  
1 What's New  
2 Command Summary & Usage  
Tips  
3 Feedback to CompuServe  
4 Order Products, Guides, etc.  
5 Change Terminal Settings  
6 Change Your Password  
7 Billing: Your Charges, Rates  
Options, Making Changes  
8 Logon Instructions & Numbers  
9 Online Today Electronic  
Edition  
Last menu page. Key digit  
or M for previous menu.  
!



## Menu/Navigational Command Summary

Menu/Navigational commands allow you to move around in the menus, access services, get help, display information in a particular format and log off. Each command must be followed by pressing the **(ENTER)** key (or carriage return key on some keyboards) before CompuServe takes action.

Command	Abbrev.	Explanation
BACK	B	Backs up to display information on previous page.
BYE	BYE	Disconnects you from CompuServe. (CompuServe highly recommends use of the BYE or OFF command to disconnect. Simply hanging up the telephone may not be detected by CompuServe until minutes later and you are billed for this time until the disconnect is detected.)
FORWARD	F	Displays information one page forward. (Simply pressing the <b>(ENTER)</b> key while displaying pages of information will also cause the next page to be displayed.)
GO xxx	G xxx	Goes directly to a specific page, where xxx is the page code of the desired area. The page code can be followed by a specific number if desired.
HELP	H	Displays helpful information, service commands and/or instructions.
MENU	M	Displays the previous menu.
NEXT	N	While in an area selected from a menu, N selects and displays the next item from that menu without actually displaying the menu again.
OFF	OFF	Disconnects you from CompuServe. (CompuServe highly recommends use of the BYE or OFF command to disconnect. Simply hanging up the telephone may not be detected by CompuServe until minutes later and you are billed for this time until the disconnect is detected.)
PREVIOUS	P	While in a service area selected from a menu, P selects the previous item from that menu and displays that area's first page without actually displaying the menu again.
RESEND	R	Causes the current page to be resent and displayed.
SCROLL	S	Causes the remaining pages of the service information to scroll without stopping at the end of each page. The display scrolls at the terminal width you have set.
SCROLL n	S n	Upon entering the selection number from the menu along with the scroll command, the information begins scrolling from the beginning (n = menu selection number).
TOP	T	Takes you to and displays the top level of menu hierarchy.

## Control Character Command Summary

Control Character commands are entered by pressing two keys at the same time. For example, to enter a **(CTRL C)** command, you must press the Control key and hold it down while simultaneously pressing the C key (much like the Shift Key works when you capitalize a letter). Don't be afraid to press the Control key — it has no independent action and can be held prior to pressing the letter key or after pressing the letter key without any problems.

Command	Function	Explanation
<b>(CTRL A)</b>	Stops display	As information is being displayed, entry of a <b>(CTRL A)</b> command causes the current line to finish, however, the remainder of the information from that point on is temporarily stopped. You may resume the display line-by-line by entering a <b>(CTRL A)</b> command again and again, or resume normal display by entering the <b>(CTRL Q)</b> command.
<b>(CTRL Q)</b>	resumes display	Resumes displaying after a <b>(CTRL A)</b> command is entered.
<b>(CTRL C)</b>	ends display	As information is being displayed, entry of a <b>(CTRL C)</b> command stops the display (and does not allow you to resume the display of the service you are in).
<b>(CTRL H)</b>	backs up cursor	Entry of one <b>(CTRL H)</b> command causes the cursor to backspace over the last character typed in, deleting that character. Note that even though the character may not disappear from your screen as you backspace over it, it is not recognized by CompuServe when the line is completed and the <b>(ENTER)</b> key is pressed. Use of the <b>(CTRL H)</b> command allows you to correct your typing errors.
<b>(CTRL O)</b>	ends display	Stops information being displayed — output cannot be resumed. Use of a <b>(CTRL O)</b> discontinues display of information no longer desired and returns you to the menu. It sometimes is necessary to press the <b>(ENTER)</b> key after the use of a <b>(CTRL O)</b> command to reach the menu.
<b>(CTRL U)</b>	discontinues line	Discontinues a line you are typing.
<b>(CTRL V)</b>	redisplays line	Redisplays a partial line when you enter this in the middle of typing that line. You then can continue typing that same line after it is redisplayed.



# CompuServe

5000 Arlington Centre Boulevard  
Post Office Box 20212  
Columbus, Ohio 43220  
800/848-8990 (contiguous U.S.)  
614/457-8650 (Ohio)

An H&R Block Company  
CS-1210 (11/84)

©1984 CompuServe Incorporated

**Sign On  
Immediately**  
Includes  
Free  
Access Time!